5. Srinagar Flyaway: The package is available from Delhi and is for 2 nights/3 days, includes airfare, airport transfers, welcome drink, fruit basket, cookies & Flowers in the room all meals and half day sightseeing with Shikara ride. Valid upto 30th September 2001.

6. Kerala Flyaway (Cochin): Indian Airlines has tied up with hotels at Cochin for 6 nights/7 days, 5 nights/6 days and 2 nights/3 days holiday package which includes (depending on the package selected) Harbour cruise, airfare, all meals, airport transfers, visit to bird sanctuary, packages are inclusive of all taxes. Valid upto 30th September 2001.

7. Fitness flyaway (Palakkad, Kerala): This is a Ayurveda health package ranging from 7 nights/8 days to 14 nights/15days depending on the health & fitness programme selected it includes airfare, airport transfers, welcome drink, all meals, all taxes included, one Ayurvedic massage & steam bath everyday of stay. Valid from 1st July to 31st December 2001.

Profit by IA

941. SHRI ANANTA SETHI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) the revenue earned by Indian Airlines (IA) from various routes during the last three years, year-wise and route-wise;

(b) whether Government propose to open new routes and increase the frequencies in some existing routes during 2001-2002;

(c) if so, the details of the proposal mooted by Government in that regard; and

(d) the steps taken to increase the efficiency on Indian Airlines?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV): (a) Indian Airlines network provides air link through a large number of services. Because of non-definite pattern of routing as well as different system followed in construction of fares, depending upon the routing pattern, estimation of precise route-wise revenue is not possible.

(b) and (c) Indian airlines is planning to induct capacity by way of lease of aircraft in the forthcoming winter schedule, following which

it is proposed to increase services/flights operated by Indian Airlines on certain routes. The detailed planning regarding the deployment is currently underway.

(d) The Company continuously aims and directs its resources to achieve improved productivity and financial performance. The various measures taken by the Company in this regard are given below:—

* Adoption of a policy of flexible fares on its domestic network *w.e.f.* 25th May, 2001. Under the Flexi-fares, fixation of fares will be based on seasonality, competition, timing of flight and other demand and supply variables. This is expected to improve revenue earnings of the Company due to higher capacity utilization and better yields.

* Strict Budgetary Control with all the major items of expenditure are subject to cost benefit analysis, operational and commercial expediency, financial sanctions etc.

* Better Fleet Utilisation; Improvement in the productivity of Pilots, Aircraft Engineers, Minimizing the ground turn round time, Night flight on certain domestic sectors, Increased International operations, better scheduling of aircraft and route planning, capacity deployment in alignment with market requirements etc.

* Improvement in the quality of product; improvement in On-time performance, general improvement and upgradation of services to the users etc.

* Marketing initiatives; Code sharing with the foreign airlines, high level of participation in Computerised Reservation System, various promotional schemes including corporate incentives etc.

* Cost control measures, Control of overtime, casual labour, hotel/ travel expenditure, crew lay over expenditure, freeze on recruitment unless absolutely necessary for operational reasons, Fuel monitoring and tankering, control on aircraft maintenance, Reduction in publicity and sales promotional expenditure, Review of uneconomic flights, Inventory

management, Outsourcing of services to the extent feasible etc.

The flexi-fares policy adopted by the Company coupled with various other measures, would enable it to improve performance and profitability. In the first two months of the current financial year *i.e.* April and May, 2001, the Company has made a net loss of Rs. 32.70 crores as against the budgeted net loss of Rs. 35.09 crores.

Refund against lost tickets by IA/AI

942. SHRI SATISH PRADHAN: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether Government would like to change the policy regarding refund or issue another ticket immediately to a consumer who has lost air ticket of Indian Airlines or Air India;

(b) if so, the details thereof; and

(c) if not, the reasons therefor alongwith the difficulties for an airline to issue another ticket or refund against the lost ticket?

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV): (a) No, Sir.

(b) Does not arise.

(c) Instances have come to light wherein ticket reported lost or stolen have been utilised for travel by interested parties and also refund claimed. Hence, a procedure is adopted by Airlines whilst processing refund/re-issue of tickets reported lost to avoid revenue frauds. The procedure entails verification of the ticket to be refunded/re-issued.